

The present invention relates to a method and apparatus for constructing and utilising a process-driven "knowledge activation" system, and more particularly to a method for the development and use of business process models for distribution through electronic media such as web browsers, and the provision of access to relevant managed knowledge resources at appropriate points within said models. The system includes the provision of a number of interlinked elements at least one of which is selectable from a graphical representation of the model and at least one of the elements is provided with links to a number of resources required for completion of the element, said resources indicated graphically to the user upon the selection of the appropriate element.